

Providing value and accountability to you!

Every year, we set performance goals to ensure that we’re continuously improving while providing friendly and efficient customer service. This second Annual Report Card shows we are meeting many of our goals, and also identifies where we still need to do more work.

Find the report online at www.seattle.gov/util/AnnualReportCard and learn more about our performance goals.

What does Seattle Public Utilities do for you?

Seattle Public Utilities (SPU) provides high-quality drinking water, recycling, garbage pickup, sewer and drainage services that protect public health and promote our quality of life. Our purpose is simple – we meet essential community needs while taking into account financial, environmental and social costs.

It takes all of us to make our city great—we partner with residents and businesses to make Seattle even better. We are doing this by:

- Protecting our natural resources and maintaining the area’s high-quality drinking water.
- Working with customers to reduce waste and prevent pollution.
- Maintaining and improving the city’s water, drainage, sewer and garbage systems to provide reliable services and enhance quality of life.

Customer Contact Center We work to treat all customers fairly and equitably, and make it easy for them to contact us.	Goal		2011 Score
	Customer calls answered by an agent within 60 seconds	80%	Behind schedule: 63.7%

Solid Waste We reliably pick up all of our customers’ recycling, compostable food and yard waste, and garbage.	Goal		2011 Score
	Missed collections	Less than 1 per 1,000 stops (Once every 10 years for typical household)	Exceeded goal: .13 per 1,000 stops
	Recycling rate	60% by 2015	On-track: Greater than 55% (estimate, final score available online 7/12)
	Garbage sent to landfill	13,000 ton reduction (a 3% reduction from 2007 levels)	Exceeded goal: 120,000 ton reduction (a 27% reduction from 2007 levels)*
*The prolonged downturn of the economy has had a major effect on the amount of garbage sent to landfill.			

Drinking Water Our protected watersheds and investments in treatment and reservoir covering enable us to provide our customers with high-quality drinking water and protect this critical resource for future needs.	Goal		2011 Score
	Taste (Scale of 1-9 with 1 being the best)*	100% of samples less than 3	Met goal: Cedar: 100% Tol: 100%
	Water conservation (Seattle and regional water customers)	Water demand will be no higher than in the year 2000 (averaged 148 million gallons per day (MGD))	Exceeded goal: Average water demand for 2011 was 118 MGD
	% of high priority drinking water problems responded to within 1 hr.	90%	Met goal: 92%
*For details on taste-testing scoring visit www.seattle.gov/util/AnnualReportCard .			

Sewer and Stormwater We work to manage the sewer and drainage system to prevent flooding, landslides, sewage overflows, and sewage backups.	Goal		2011 Score
	Sewer backups	Less than 2 per 100 miles of pipe	Behind schedule: 3.4 per 100 miles
	Sewer and stormwater problems responded to within 1 hour	90%	Exceeded goal: 99%

Customer Satisfaction Meeting customer needs is very important in everything we do. Tracking customer satisfaction helps us understand how effective we are in serving city residents and businesses. In our annual survey, which alternates between residential and business customers, we ask the following questions. This year we surveyed businesses.		5-year Goal	2011 Score (first year)
	Overall opinion of SPU	6	5.38
	Overall experience with SPU	6	5.39
	SPU delivers what it promises	6	5.54
	SPU is a provider of high quality utility services	6	5.62
	SPU provides excellent customer service	6	5.22
	SPU is an organization to which I feel very loyal	6	4.76
*Scale = 1-7 where 1 is lowest and 7 is highest.			

Making Seattle Even Better

New South Transfer Station to Open



To help the city meet its 21st century recycling goals, Seattle recently completed construction of a new, \$56 million state-of-the-art recycling and disposal facility. It is designed specifically to improve safety and efficiency.

The new facility maximizes use of natural light to reduce use of electricity. Native plants requiring less water have been planted as part of the environmentally-friendly landscape design.

The building harvests rainwater and stores it in a cistern. This water is used in two important ways. Tires are rinsed before trucks leave the building to help keep the neighborhood clean and the floors of the station are washed down to keep the facility clean and reduce dust.

The building's artwork also highlights recycled and reuse elements – including portions of the old South Park Bridge.

Seattle Water: Mountain Fresh Delivered Right to Your Faucet

Seattle's tap water continues to be some of the best in the nation. Not only is our water exceptional, it also tastes great, as measured by our taste test lab. Why is our water so good?

- Where it comes from: Protected watersheds.
- Treatment: Filtering, ozonation, and ultraviolet light as needed.
- Testing: We test for hundreds of contaminants.
- Delivery: Always available any time, right from your faucet.

This means you don't have to turn to expensive bottled water to get great quality, taste, and value.



Protecting Seattle's Waterways and Our Quality of Life



Every year, Seattle's iconic rain washes millions of gallons of untreated sewage and stormwater into the city's waterways, threatening human and aquatic health and the region's quality of life.

Now, the City of Seattle has negotiated a first-of-its-kind agreement with federal and state regulators that will ensure the systematic control of Seattle's chronic sewage overflows, while allowing the city to use cost-effective and environmentally beneficial projects to control and treat both stormwater and sewage.

Over the next 13 years, the city estimates it will spend about \$500 million on construction projects – including retrofits, green infrastructure, and large underground storage tanks – to implement the proposed agreement.

The proposal is expected to save the city approximately \$375 million in future operating and maintenance costs over the next 13 years – primarily because Seattle Public Utilities has been able to demonstrate it uses best practices for inspecting and managing its existing sewer pipes and systems.